MOTO Q™ 9h

business edition

User's Guide

HELLOMOTO

Technology promised to make things easier... but then it gave you more to do—phone calls, e-mails, music, photos, videos, the Internet, and more. **It's time to take back control.** It's time to meet the MOTO **Q**™ 9h.

Getting Started—To set up your preferences and e-mail, just press **Start** > **Getting Started**.

My Device, My Way—Use your photos for your wallpaper, use your songs for your ring tones, use new programs that you load onto your device... you get the idea.

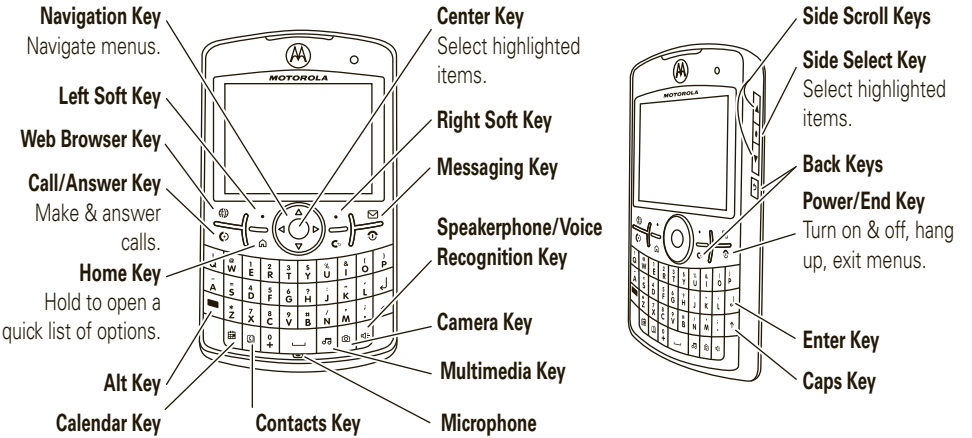
Rich Multimedia Experience—Take advantage of Windows® Media Player for audio and video, plus picture viewer.

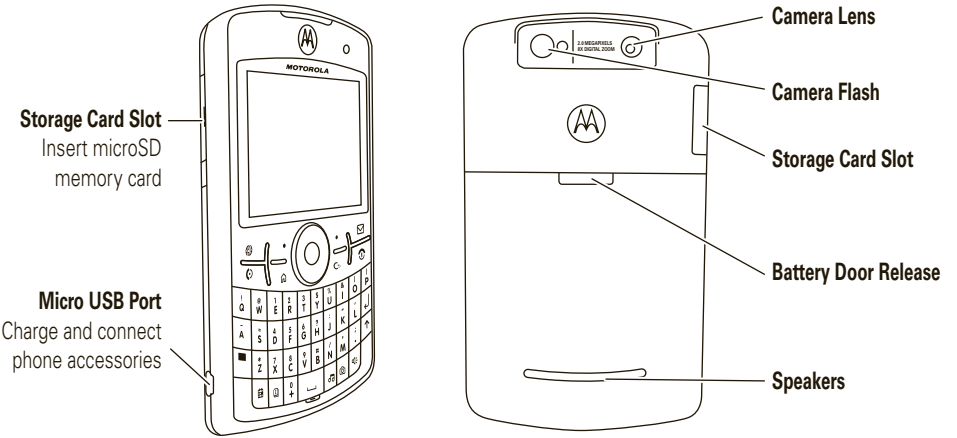
Anytime Entertainment—Load video and music files to make a media library that goes anywhere.

Working Remotely—Check e-mail and edit Microsoft® Office documents anywhere in the world.

For more: **www.motorola.com/support/Q9**

Introducing your new MOTO **Q**™ 9h wireless device! Here's a quick anatomy lesson.

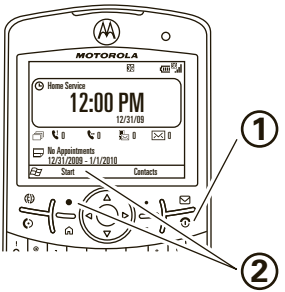




To avoid damaging your device, carry it in an approved holster or case rather than a pocket, purse, or bag.

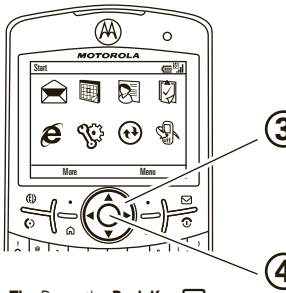
From the home screen, press **Start** to open the main menu.

Home Screen



1. Press and release the **Power Key** to turn on your phone.
2. Press **Start** (the left soft key) to open the main menu.

Menu Screen



3. Press the Navigation Key **up, down, left, or right** (·) to highlight a menu feature.
4. Press the **Center Key** · to select the highlighted feature.

Tip: Press the **Back Key** to go back one menu. Press the **Power Key** to exit any menu or view without saving any changes.

If you need help while using your device, see the Motorola Support Web site at **www.motorola.com/support/Q9**.

Motorola, Inc.
Consumer Advocacy Office
1307 East Algonquin Road
Schaumburg, IL 60196
www.hellomoto.com

Note: Do not ship your phone to the above address. If you need to return your phone for repairs, replacement, or warranty service, please contact the Motorola Customer Support Center at:

1-800-331-6456 (United States)

1-888-390-6456 (TTY/TDD United States for hearing impaired)

1-800-461-4575 (Canada)

Certain mobile phone features are dependent on the capabilities and settings of your service provider's network. Additionally, certain features may not be activated by your service provider, and/or the provider's network settings may limit the feature's functionality. Always contact your service provider about feature availability and functionality. All features, functionality, and other product specifications, as well as the information contained in this user's guide are based upon the latest available information and are believed to be accurate at the time of printing. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

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Caution: Changes or modifications made in the radio phone, not expressly approved by Motorola, will void the user's authority to operate the equipment.

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start menu

main menu

To open the menu from the home screen, press **Start** (the left soft key).

Messaging
- Messages
- Setup E-mail

Calendar

Contacts

Tasks

Internet Explorer

This is the standard menu layout. **Your device's menu may be different.**

To select menu items, press your navigation key up, down, left, or right. When a menu list has numbered items, you can select an item by pressing its number key.

Settings
- Phone
- Sounds
- Profiles
- Text Input Settings
- Home Screen
- Clock & Alarm
- Connections
- Security
- Remove Programs
- Power Management
- Power Saver
- Audio Enhancement
- Accessibility
- Regional Settings
- Owner Information
- About
- Device Name
- Phone Information
- Packet Data
- Error Reporting
- Customer Feedback
- Windows Update
- Setup E-mail
- Managed Programs

ActiveSync

Call History

Windows Media

Voice Notes

Pictures & Videos

System Tools

Games

Accessories

Clock & Alarm

File Manager

Getting Started

Internet Conn. Sharing

Java Apps

Media Center

Speed Dial

Voice Recognition

Windows Live

Bluetooth®

Office Mobile

Use and Care

To care for your Motorola phone, please keep it away from:

liquids of any kind

Don't expose your phone to water, rain, extreme humidity, sweat, or other moisture. If it does get wet, don't try to accelerate drying with the use of an oven or dryer, as this may damage the phone.

extreme heat or cold

Avoid temperatures below 0°C/32°F or above 45°C/113°F.

microwaves

Don't try to dry your phone in a microwave oven.

dust and dirt

Don't expose your phone to dust, dirt, sand, food, or other inappropriate materials.

cleaning solutions

To clean your phone, use only a dry soft cloth. Don't use alcohol or other cleaning solutions.

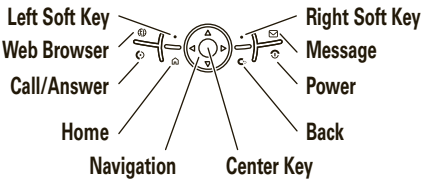
the ground

Don't drop your phone.

CAUTION: Before using the phone for the first time, read the *Important Safety and Legal Information* included in the gray-edged pages at the back of this guide.

about this guide

Press the left and right *soft keys* to open menus and select options. Use the *navigation key* to scroll to items, and press the *center key* to select them.



This guide shows how to locate a menu feature as follows:

Find it: Start > Call History > *received call*

This means that, from the home screen:

1 Press the **left soft key** to open the Start menu.

2 Press the *navigation key* to scroll to **Call History**. Press the *center key* to select **Call History**.

3 Press the navigation key to scroll to a received call. Press the center key to select the call.

Tip: You can press the *side scroll keys* to scroll up and down, and press the *side select key* to select items (see page 2 for side key locations).

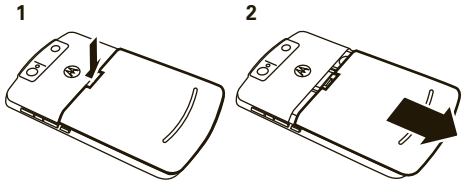
symbols	
	This means a feature is network/subscription dependent and may not be available in all areas. Contact your service provider for more information.
	This means a feature requires an optional accessory.

SIM card

Caution: Don't bend or scratch your SIM card. Keep it away from static electricity, water, and dirt.

Your *Subscriber Identity Module* (SIM) card contains personal information like your phone number and contacts entries. It can also contain your voicemail, text message, and Internet access settings. If you put your SIM card in another device, that device uses your phone number.

Turn off your device and remove your battery before you install or remove a SIM card.



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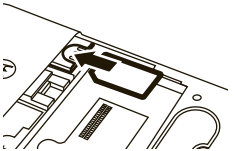

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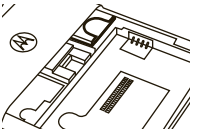


memory card

Note: A memory card is not included with your device. It is sold separately.

You can use a removable microSD memory card to store music, pictures, videos, and other files. To open the file list, press **Start** > **File Manager** > **Storage Card**. For the maximum card size your device supports, check **www.motorola.com/support/Q9**.

Caution: Do not remove your memory card while your device is using or writing files on it.

1 Open the memory slot cover by gently lifting the cover away from the device as shown. The cover remains attached to the device.

2 Insert the memory card into its slot, with the card's metal contacts facing the front of the device.

3 Put the memory slot cover back in place and push it to close it. The cover clicks into place.

battery

battery use & safety

IMPORTANT: HANDLE AND STORE BATTERIES PROPERLY TO AVOID INJURY OR DAMAGE. Most battery issues arise from improper handling of batteries, and particularly from the continued use of damaged batteries.

DON'Ts

- **Don't disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.**
- **Don't let the phone or battery come in contact with water.** Water can get into the phone's circuits, leading to corrosion. If the phone and/or battery get wet, have them checked by your carrier or contact Motorola, even if they appear to be working properly.
- **Don't allow the battery to touch metal objects.** If metal objects, such as jewelry, stay in prolonged contact with the battery contact points, the battery could become very hot.
- **Don't place your battery near a heat source.** Excessive heat can damage the phone or the battery. High temperatures can cause the battery to swell, leak, or malfunction. Therefore:
  - Do **not** dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
  - Avoid leaving your phone in your car in high temperatures.

DOs

- **Do avoid dropping the battery or phone.** Dropping these items, especially on a hard surface, can potentially cause damage.
- **Do contact your service provider or Motorola if your phone or battery has been damaged from dropping or high temperatures.**

IMPORTANT: USE MOTOROLA ORIGINAL PRODUCTS FOR QUALITY ASSURANCE AND SAFEGUARDS. To aid consumers in identifying authentic Motorola batteries from non-original or counterfeit batteries (that may not have adequate

safety protection), Motorola provides holograms on its batteries. Consumers should confirm that any battery they purchase has a "Motorola Original" hologram.

Motorola recommends you always use Motorola-branded batteries and chargers. Motorola mobile devices are designed to work with Motorola batteries. If a message such as **Invalid Battery** or **Unable to Charge** appears, take the following steps:

- Remove the battery and inspect it to confirm that it has a "Motorola Original" hologram;
- If there is no hologram, the battery is not a Motorola battery;
- If there is a hologram, replace the battery and retry charging it;
- If the message remains, contact a Motorola Authorized Service Center.

Important: Motorola's warranty does not cover damage to the phone caused by non-Motorola batteries and/or chargers.

Warning: Use of a non-Motorola battery or charger may present a risk of fire, explosion, leakage, or other hazard.

PROPER AND SAFE BATTERY DISPOSAL AND RECYCLING

Proper battery disposal is not only important for safety, it benefits the environment. Consumers may recycle their used batteries in many retail or service provider locations. Additional information on proper disposal and recycling may be found on the Web:

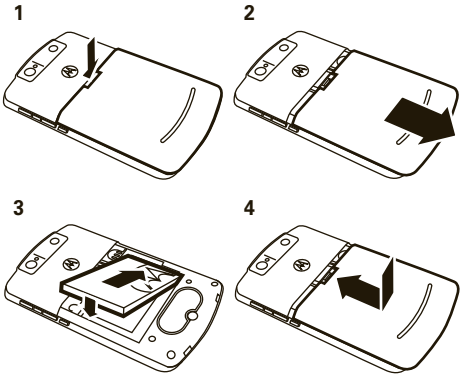
- **www.motorola.com/recycling**
- **www.rbrc.org/call2recycle/** (in English only)

Disposal: Promptly dispose of used batteries in accordance with local regulations. Contact your local recycling center or national

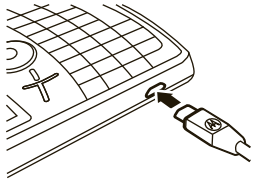
recycling organizations for more information on how to dispose of batteries.

Warning: Never dispose of batteries in a fire because they may explode.

install the battery



charge the battery



New batteries are not fully charged. Plug the battery charger into your device and an electrical outlet. Your device might take several seconds to start charging the battery. When finished, your display shows a full battery icon .

You can also charge your battery with a **USB cable** plugged into a computer, unless your battery is completely drained. Use a wall charger or car charger for completely drained batteries. Install the software from your *Getting Started* disc onto your PC before you try to charge your device through USB port. Plug the cable into a powered USB hub or port, since some USB devices (such as keyboards) might not supply enough power for charging.

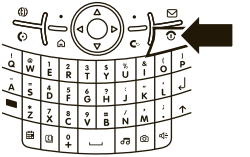
conserve battery life

To set how long your device waits before the **backlight** turns off, press **Start** > **Settings** > **Power Management** > **Backlight time out on battery**. When the backlight is off, the display is visible but dim.

Your device has a light sensor that tells it when you're in a dark place. You can tell your device to use the backlight **only when it's dark**, press **Start** > **Settings** > **Power Management** > **Smart Backlight** > **Enable**.

To close unused programs, from the home screen, press and hold ⌂ to open the quick options menu, then select **Task Manager**. Select a program and press **End Task**, or press **Menu** > **End All Tasks**.

turn it on & off



To turn on your device, press and release ⏻. If prompted, enter your four-digit unlock code.

Tip: If your device does not turn on, take your battery out, put it back in, and try again.

To turn off your device, press and hold ⏻ for 3 seconds, then **release** it.

make a call

From the home screen, enter a phone number and press ✆ to make a call.

To voice dial, see page 40.

answer a call

When your device rings and/or vibrates, press ⏻ to answer. To hang up, press ⏻.

- If you are busy when a call comes in, press **Ignore** to send the call directly to voicemail.
- To put a call on hold, press ⏻. To return to the call, press ⏻ again.
- If you are on a call and another call comes in, you can press **Ignore** to send the new call directly to voicemail or press ⏻ to answer it and put the current call on hold (press ⏻ to switch between the two calls).

store a phone number

Find it: **Start** > **Contacts**, then press **New**

1. Choose whether the contact will be stored on your device (Outlook contact) or your SIM card. Contacts on the SIM card can only include a name and number.
2. Enter information for the contact.

   Note: While you are entering the number, you can tell your device to pause and then dial more digits (such as a voicemail password or PIN). Press **Menu** > **Insert Pause** to insert a 2-second pause (shows as a **p**) or press **Menu** > **Insert Wait** to tell your device to prompt you before dialing the remaining digits (shows as a **w**). **Insert Wait** does not work for contacts stored on your SIM card.

Tip: If you get a call or message from someone who isn't in your list of contacts, you can create a contact from **Call History**, or from the message by pressing **Menu** > **Save to Contacts**.

call a stored number

Find it: Start > Contacts

1 Scroll to the number.

2 Press .

Your device calls the contact's default number.

Tip: If you stored more than one number for a contact, select the contact to open the other numbers. To dial a number, scroll to it and press .

your phone number

To view your phone number, press Start > Settings > Phone > Call Options.

tips & tricks

From the home screen (shown on page 20), you can use shortcuts:

To...	Do this...
lock keypad	Press Home, then Keypad.
open recent calls	Press Talk. To return a call, use the navigation key to scroll to the call, then press Talk.
open your music, messages, and more	Use shortcut keys to access your music, camera, phonebook, calendar, messages, and Web browser.
open quick options	Press and hold Home.

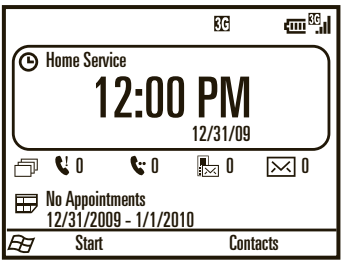
To...	Do this...
play music or games on an airplane	To keep using your games and music on a flight, turn off your network and Bluetooth® services. Press and hold Home until the quick list appears, then select **Wireless Manager** > **All**.

See page 2 for a basic device diagram.

display

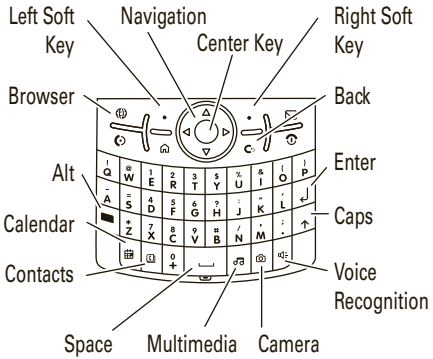
The *home screen* appears when you turn on the device. To dial a number from the home screen, press number keys and [OK].

Note: Your home screen may look different than this one.

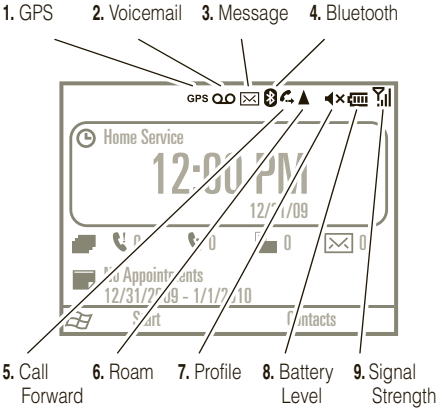


Soft key labels show the current soft key functions. For soft key locations, see page 2.

Press the *navigation key* up, down, left, or right to scroll to basic menu items or text in the home screen. Press [Home] to return to the home screen.



Status indicators can appear at the top of the home screen:



1 **GPS Indicator** Shows when your device's *Global Positioning Service* is enabled GPS or active.

2 **Voicemail Indicator –** Shows when you have new voicemail.

3 **Message Indicator –** Shows when you receive a new e-mail or text message.

4 **Bluetooth® Indicator –** Shows when Bluetooth power is on.

5 **Call Forward Indicator –** Shows when call forwarding is on.

6 **Roam Indicator –** Shows when your device is seeking or using a network outside your home network. Other indicators can include:

- G home GPRS
- G roaming GPRS
- 3G 3G
- 3H HSDPA
- E EDGE

7 **Profile Indicator –** Shows when your ring style is set to **Silent** (🔇) or **Vibrate** (📳). No indicator appears when the ring style profile is **Normal**, **Outdoor**, or **Automatic**.

Note: A 🔊 appears when the speakerphone is on (see page 39).

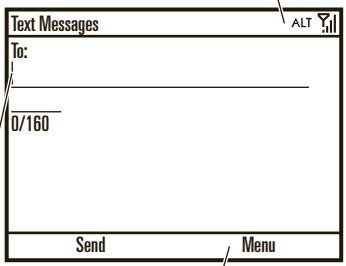
8 **Battery Level Indicator –** Vertical bars show the battery charge level. Recharge the battery when your device shows one or two bars.

9 **Signal Strength Indicator –** Shows the strength of your network connection. Letters or arrows can indicate when your phone is using a 3G 3G, GPRS G, HSDPA H, or EDGE E connection to transfer data.

text entry

You can enter text and numbers using the keypad. When you select a field that requires text or numbers, the device automatically selects the appropriate entry mode. An indicator at the top right of the display shows the entry mode you are currently using.

Press ▭ to switch entry modes. For indicator descriptions, see the following section.



Flashing cursor indicates insertion point.

Press **Menu** to open the sub-menu.

Press ▭ in a text entry view to select an entry mode:

entry modes	
abc	Enters the large character on each key (such as **Q**). **To enter capital letters**, press ↑ to switch to all capitals (**ABC**), no capitals (**abc**), or one capital (**Abc**).
Alt	Enters the small symbol or number on the next key pressed (such as **!**), then returns to the previous text entry mode.
ALT	Enters the small symbols and numbers on the keys until you press ▭ again. Your device automatically chooses ALT for entries that only allow numbers, like phone numbers.

- To **delete** one character, press ⌫. Hold ⌫ to keep deleting.
- To start a new line, press ↵.
- To enter the number or character above the letter on each key, press the Alt key ▭. Press ▭ twice to lock It. To enter other special characters and foreign alphabet characters, press ▭ followed by the Shift key ↑.

text prediction

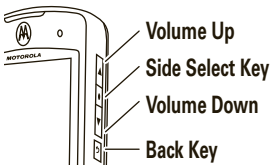
As you enter letters, your device might try to **predict** the word. For instance, it might predict "program" when you enter "prog".

To accept the prediction, press ◉ right. To open alternate predictions, hold ◉ down. To enter a space after your characters (such as "prog"), press ␣. To turn off text prediction, press **Start** > **Settings** > **Text Input Settings** and uncheck **Text Prediction**.

To turn off **text prediction**, change its language, or clear its memory of the words you've used, go to the home screen and press ⊟ ↑ > **Setup**.

volume

When you are not on a call, hold the side select key to show **master volume**, then press the volume keys to adjust it. Master volume controls all sound except the other caller's voice on phone calls.



When you are in a phone call, press volume up/down keys to adjust the **other caller's voice volume**.

- Need to change profiles on the fly? On the home screen, scroll to and select **Profile**. Choose from **Normal**, **Silent**, **Vibrate** and others.
- Want to turn off a sound? Press **Start** > **Settings** > **Sounds**. Highlight the desired item and select the sound you want to associate with that item.

Tip: You can silence the ringer volume instantly when an incoming call comes in—just use the *side scroll keys* to turn the ringer off.

task manager

Want to open a list of programs that are running (active) on your device? Use the Task Manager to open the program list, or stop a specific program from running.

Find it: On the home screen, press and hold ⌂ to open the quick options menu, then select **Task Manager**

Tip: Need to stop running a program? In **Task Manager**, select a program and press **End Task**, or press **Menu** > **End All Tasks**.

Note: If you want to completely remove a program from your device, from the home screen, press **Start** > **Settings** > **Remove Programs**.

lock & unlock device

To prevent accidental keypresses, you can lock your keypad: press , then .

To keep others from using your device, you can set a password and lock your device:

1 From the home screen, press **Start** > **Settings** > **Security** > **Device Lock**

Tip: If you want your device to lock automatically when you're not using it, check the **Prompt if device unused for** checkbox, and choose the lock delay.

2 Choose a password type that is either simple (4-digit number) or strong alphanumeric (a hard-to-guess password with at least 7 characters, including uppercase and lowercase letters, numerals, and punctuation).

Tip: Choose a password you will remember. Without your password, you can reset your device, but it will result in the loss of your personalized settings and all content stored in device memory. To perform a hard reset, hold down the *center key* for 5 seconds while turning the device on.

3 Enter and confirm your password.

4 Press **Done**.

To lock your device, press and hold until the **Quick List** opens. Then, select **Lock**. Your left soft key changes to **Unlock**.

To unlock your device, press **Unlock** and enter your password. Your device uses * if you have not set a password.

Note: You can make emergency calls on a locked device (see page 57). A locked device still rings or vibrates for incoming calls or messages, **and you do not need to unlock it to answer**.

profiles

Each profile uses a different set of sounds, ring styles, earpiece volume settings, or vibrations for incoming calls and other events. For example, the **Outdoor** profile volume is much louder than the **Normal** profile.

Here are the profiles you can choose:

Normal	**Vibrate**	**Automatic**
Silent	**Outdoor**	

Indicators can appear at the top of your home screen for the **Silent** ( ) and **Vibrate** ( ) profiles. A means the speakerphone is on (see page 39).

Note: The **Automatic** profile is the same as **Normal**, except that it automatically switches to **Vibrate** during any event stored in your Calendar.

To choose your profile:

Find it: On the home screen, scroll and select **Profile:** > *profile style name*

change ring tones

You can change the ring tones for incoming calls and other events.

Find it: **Start** > **Settings** > **Sounds**

Note: Changes made to the alert settings will have no effect when using the **Silent** profile.

1 Scroll and highlight the sound you want to change, then press the *navigation key* right or left to change it.

2 Press **Done** to save the sound setting.

Note: If you download a sound file for a ring tone, it does not automatically save in the Sounds location. To move your sound file, press **Start** > **File Manager** > **My Documents**. Highlight the sound file you want to copy to the Sound location, press **Menu** > **File** > **Copy to** and select **Application Data** > **Sounds**. If the sound file is not located in the My Documents folder, go to the folder where the sound file is stored and copy it to the Sounds folder.

time & date

Your service provider usually sets the time and date on your device. To change it manually:

Find it: **Start** > **Clock & Alarm** > **Date and Time**

1 In **Time Zone**, use the *navigation key* to select your time zone.

Note: Update your time zone when you travel, to make sure your device's calendar events appear at the right time.

2 In **Date**, edit the month, day, or year.

3 In **Time**, edit the hour, minute, and second.

4 Press **Done** to save the clock and date settings.

You can specify the date and time style by changing the regional settings. Press **Start** > **Settings** > **Regional Settings**.

home screen

Set a photo or picture as a wallpaper (background) image or change your layout and color scheme on your home screen.

Find it: Start > Settings > Home Screen

options	
Home Screen Layout	Select a layout for the home screen.
Color Scheme	Select a color scheme for the display.
Background Image	Select a picture for your wallpaper image, or **Default** for default wallpaper.
Time out	Select the time interval before the display returns to the home screen, or **Never**.

change background image

Want to copy an image from your PC to your device to use as a background image?

Note: Your PC needs Microsoft® Windows® Mobile Device Center (on a PC running Windows Vista) or you need to install Microsoft ActiveSync on your PC as described on page 76.

1. Connect the device to your PC.
2. On your PC, copy the image file you want. The file format needs to be .gif, .jpg, or .bmp.
3. In ActiveSync on your PC, select Explore and double-click My Windows® Mobile device.
4. Double-click My Documents, then double-click My Pictures and paste the image into that folder.

   Note: If you download a picture file for a wallpaper, it might not automatically save in the **My Pictures** folder. To move your picture file, press **Start** > **File Manager** > **My Documents**. Highlight the picture file you want to copy to the My Pictures location, press **Menu** > **File** > **Copy to** and select **My Documents** > **My Pictures**. If the picture file is not located in the **My Documents** folder, go to the folder where the

picture file is stored and copy it to the **My Pictures** folder.

backlight

Your device automatically adjusts the display brightness when you move between bright and dark environments.

To save battery life, your backlight turns off when you're not using your device. The backlight turns back on when you press a key. To set how long your device waits before the backlight turns off:

Find it: **Start** > **Settings** > **Power Management** > **Backlight time out on battery**

third-party applications

Third-party applications, or add-on programs, can include e-mail, security, mobile office, and productivity software. These products can typically be downloaded and installed immediately. Compatible commercial and free applications are available on the Internet. For more information, visit the downloads catalog on the Motorola Support Web site at: **www.motorola.com/consumer/support**, or visit your service provider's Web site.

Note: Applications written for previously released devices or older versions of Windows Mobile may not function reliably on this device. Contact the application provider to check compatibility before installing the application on this device.

more personalizing

features

language

Set menu language:

Press **Start** > **Settings** > **Regional Settings**

Note: You need to turn your device off and on again for the changes to take effect.

Tip: While you enter text (such as in a text message), your device suggests words. To change the language for these suggestions, press **Menu** > **Languages** in the text entry screen.

accessibility

You can set system font size, multipress timeout, confirmation timeout, and in-call alerts:

Press **Start** > **Settings** > **Accessibility**

features

ring volume

Press **Start** > **Settings** > **Profiles**

Highlight the desired profile, then press **Menu** > **Edit**

Under **Ring Volume**, press the *navigation key* left or right to adjust the volume for that profile.

Shortcut: In the home screen, press and hold the *back key on the right side of the device* (see page 2) to show the ring volume, then press the *side scroll keys* to adjust it.

Tip: You can silence the ringer volume instantly when an incoming call comes in–just use the *side scroll keys* to turn the ringer off.

features

sounds

To change the default sounds for your ring tone, reminders, new messages, alarm clock, or keypad controls:

Press **Start** > **Settings** > **Sounds**

Note: Changes made to the alert settings will have no effect when using the **Silent** profile.

owner information

It's a good idea to enter and check your owner information. It lets someone return the device to you if you lose it:

Press **Start** > **Settings** > **Owner Information**

features

master reset

To return your device to original settings: Press **Start** > **System Tools** > **Master Reset**

The default master reset code is **000000** (6 zeroes).

Master reset does not reset the unlock code, security code, and lifetime timer.

master clear

Caution: Master clear erases all information you have entered (including contacts and calendar events) and content you have downloaded (including photos and sounds) stored in your device's memory. After you erase the information, you can't recover it.

Press **Start** > **System Tools** > **Master Clear**

The default master reset code is **000000** (6 zeroes).

calls

To make and answer calls, see page 16.

turn off a call alert

You can use the *side scroll keys* to turn off the ringer before answering the call.

answer options

To use **any key** to answer an incoming call, press **Start** > **Settings** > **Phone** > **Call Options** > **Any key answer**.

recent calls

Your device keeps a list of incoming and outgoing calls, even for calls that didn't connect. The most recent calls are listed first. The oldest calls are deleted as new calls are added.

Find it: **Start** > **Call History**

Highlight a call, then:

- To call the number, press .
- To open call details (like time and date), press the *center key* .
- To open **Menu Options**, press **Menu** from the **Call History** view. This menu includes:

options	
Find Contact	Find this phone number in your **Contacts**.
Send Text Message	Send a text message to this phone number.

options	
E-mail	Send an e-mail message to this contact.
View Timers	View the call times for this call and all calls.
Delete/ Delete List	Delete this call from the Call History.
Save to Contacts	Save this number to a contact.
Send MMS	Send a message to this number.
Filter	Filter all calls in the Call History list. For example, if you filter the list for all Missed Calls, it will only show the incoming phone calls that you did not answer.

redial

1 Press ⊙ from the home screen to open the calls list.

2 Highlight the entry you want to call, then press ⊙.

If you hear a **busy signal** and **Call Failed, Number Busy** appears, press ⊙ to redial the number. When the call goes through, your device rings or vibrates one time, shows **Redial Successful**, and connects the call.

view missed calls

Your device keeps a record of your unanswered calls.

1 Press **Start** > **Call History**.

2 Press **Menu** > **Filter** > **Missed Calls**.

caller ID

Calling line identification (caller ID) shows the phone number for an incoming call on your home screen.

Your device shows the caller's name and picture when they're stored in your contacts, or **Incoming Call** when caller ID information isn't available.

You can set your device to play a distinctive ringer ID for specific entries stored in your contacts (see page 57).

emergency calls

Your service provider programs one or more emergency phone numbers, such as 911 or 112, that you can call under any circumstances, even when your device is locked or the SIM card is not inserted.

Note: Check with your service provider, as emergency numbers vary by country. Your device may not work in all locations, and sometimes an emergency call cannot be placed due to network, environmental, or interference issues. Do not solely rely on your wireless device for essential communications, such as medical emergencies.

1 Press the keypad keys to dial the emergency number.

2 Press ⊙ to call the emergency number.

GPS & emergency calls

When you make an emergency call, your device can use *Global Positioning System* (GPS) satellite signals to tell the emergency response center your approximate location.

The GPS feature has limitations, so always tell the emergency response center your best knowledge of

your location. Remain on the device for as long as the emergency response center instructs you.

GPS **might not work** for emergency calls if your local emergency response center does not process GPS location information. For details, contact your local authorities.

Your phone can also use your location to help with other programs (such as programs that provide directions).

GPS performance tips

For best results:

- Go outside and away from underground locations, covered vehicles, structures with metal or concrete roofs, tall buildings, and foliage. Indoor performance might improve if you move closer to windows, but some window sun shielding films can block satellite signals.
- Move away from radios, entertainment equipment, and other electronic devices that might interfere with or block GPS satellite signals.

international calls

If your service includes international dialing, press and hold 0 to insert your local international access code (indicated by **+**). Then, press the keypad keys to dial the country code and phone number.

speed dial

You can use speed dialing in two ways: quick access for up to 98 phone numbers and shortcuts to features found in the Start menu including e-mail, calendar, and Bluetooth® Manager.

To access speed dial entries, press and hold the single-digit speed dial number for one second. If the speed dial is two digits, press the first digit, then press and hold the second digit. The device dials the phone number, opens a new e-mail message, or goes to the Web page.

phone numbers

You can set the speed dial to call the entries in your device's contact list:

1 Press **Start** > **Contacts**.

2 Scroll to the desired contact and press the *center key* .

3 Select the phone number or e-mail address for which to create the speed dial.

4 Press **Menu** > **Add to Speed Dial.**

5 In the **Keypad Assignment**, select the speed dial number to use.

Note: Speed dial 1 is reserved for calling your voicemail.

6 Press **Done**.

To **delete** a speed dial entry, press **Start** > **Speed Dial**, scroll to the entry, then press **Menu** > **Delete**.

menu shortcuts

You can set a shortcut to open an application on your device:

1 Press **Start**.

2 Scroll to the icon of the application you want a shortcut for and press **Menu** > **Add Speed Dial**.

3 In the **Keypad Assignment**, select the shortcut number to use.

4 Press **Done**.

Note: To delete a shortcut, press **Start** > **Speed Dial**, scroll to the shortcut, then press > **Menu** > **Delete**. Your service provider might add a **Voicemail** shortcut you cannot delete.

voicemail

Note: Your service provider may include additional information about using this feature.

Your network stores the voicemail messages you receive.

When you **receive** a voicemail message, your device shows the voicemail message indicator ∞.

To **check** voicemail messages:

Press and hold 1.

Note: You can't store a pause (**p**) or wait (**w**) character in your voicemail number. If you want to store a voicemail number with these characters, create a contact for your voicemail number (see page 17) and use the contact to call your voicemail.

three-way calling

While connected to a call:

1. Place your current call on hold by pressing .
2. Enter the number of the other person you wish to connect to a three-way call and press .
3. Once you are connected to the other person, you can press **Swap** to switch between the calls, or press **Menu** > **Conference** to combine them.

If you **receive a second call** while you are already on a call:

- To answer the second call and put the first call on hold, press **Answer**. Then, you can press **Swap**

to switch between the calls, or press **Menu** > **Conference** to combine them.

- To send the second call to your voicemail, press **Ignore**.

handsfree calls

Note: The use of wireless phones while driving may cause distraction. Discontinue a call if you can't concentrate on driving. Additionally, the use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

You can use your device's handsfree speaker on calls without holding the device to your ear.

During a call, press [speaker] to turn on the handsfree speaker. A [signal] at the top of your display indicates the speaker is on. To turn it off, press [speaker] again or end the call.

Note: The handsfree speaker won't work when your device is connected to a car kit or headset.

To activate a **connected external speakerphone** during a call, press [speaker] or press **Menu** > **Speakerphone On**.

Note: With a Bluetooth® headset press **Menu** > **Handsfree Off** and then press **Menu** > **Speakerphone On.**

call times

Network connection time is the elapsed time from the moment you connect to your service provider's network to the moment you end the call by pressing [end]. This time includes busy signals and ringing.

The amount of network connection time you track on your resettable timer may not equal the amount of time for which you are billed by your

service provider. For billing information, contact your service provider.

features
open call timers Press **Start** > **Call History**, then press **Menu** > **View Timers**
reset call timers To reset all call timers to zero (0), except for the **Lifetime calls** timer: Press **Start** > **Call History**, then press **Menu** > **View Timers**, then press **Menu** > **Reset Timers**

more calling

features
call forwarding Set up or cancel call forwarding: Press **Start** > **Settings** > **Phone** > **Call Forwarding** **Note:** If you choose **No Reply**, you can set how many seconds your device waits before it forwards a call.
voice dial To voice dial, press and hold in your home screen. When prompted, say "Call," followed by a number or contact name.

features

TTY calls

Set up your device for use with an optional TTY device:

Press **Start** > **Settings** > **Phone Accessibility** > **TTY**

Note: A teletypewriter (TTY) is a communication device used by people who are hard of hearing or have a speech impairment. TTY does not work from one mobile device to another.

call a phone number in a message

E-mail or text messages can contain phone numbers that have an underline, like a Web site hyperlink. To dial one of these numbers, scroll to it and press .

e-mail & messages

To set up e-mail on your MOTO Q™ 9h, refer to your *Quick Start Guide*. If you have problems setting up e-mail or synchronizing, please visit **www.motorola.com/support/Q9** or call the Motorola Customer Support Center at 1-800-657-7576 (United States and Canada) or 1-888-390-6456 (TTY/TDD United States for hearing impaired).

receive & read messages

When you receive a message your device plays an alert and shows a message indicator, such as ✉.

Find it: Start > Messaging > *e-mail account*.

If a list of messages does not appear, press Menu > Folders > Inbox. To return to the folder list, press Menu > Folders.

To read a message: Press the *navigation key* ⊹ to scroll to the message and press the *center key* ◆ to open it.

When you have a message open, you can enter a response below the message text. To copy/paste message text or choose other options, press Menu.

message attachments

If an e-mail has Microsoft® Word, Excel, or PowerPoint files attached, you can open and edit them using Office Mobile. You can also view .pdf file attachments, or extract .zip file attachments.

Download the attachment, then select the file and follow the prompts to open it. When the document opens, you can move around the page using the *navigation key* .

- Excel spreadsheets: Select cells and enter numbers or text. Press **Menu** for options like save, cut, copy, paste, find, delete, and more.
- PowerPoint slide shows: Press the left softkey to switch between notes, outline and slide views. Press **Menu** for options like save, cut, copy, paste, find, delete, and more.
- Word documents: Type numbers or text into the document. Press **Menu** for options like save, cut, copy, paste, find, delete, and more.

To **transfer** attachments to your computer for editing, use Microsoft® ActiveSync or Windows® Mobile Device Center.

message options

To delete, save, reply, or forward the messages, use these quick steps from the Inbox with a message selected or when viewing a message:

- To delete, press **Delete**. To delete multiple messages in a row, scroll to the top message you want to delete, then select **Menu** > **Select Messages**, choose **All**, **All Below**, or **Several**, and then press **Delete**.
- To reply, press **Menu**> **Reply** or **Reply All**. Enter the message and press **Send**.
- To forward, press **Menu** > **Reply** > **Forward**. Enter the message and press **Send**.
- To create a contact card for the sender, highlight the sender and press the *center key* > **Save**.

Tip: Need to check your e-mail right now? Press **Start** > **Messaging**. Select the account to send and receive

messages and press **Menu** > **Send/Receive**. The device connects to your Internet e-mail server and sends and receives your messages. To stop this process, press **Menu** > **Stop Send/Receive**.

send a message

You can send three types of messages: SMS (text messages), MMS (multimedia messages), and e-mail messages.

Find it: **Start** > **Messaging** > **Messages** or *e-mail account*

To send a message:

1 Press **Menu** > **New**.

2 For e-mail, in **To**, **Cc**, and/or **Bcc**, enter e-mail addresses or names from your Outlook contacts (as you enter a contact name, suggestions appear in a box below the To field). Insert a semicolon (;) between multiple numbers or addresses.

For text messages, enter a phone number or contact name. As you enter a contact name, suggestions appear in a box below the To field.

Tip: You can quickly enter phone numbers or e-mail addresses from your contacts. In **To**, press ↵ and select a recipient from the list. Then select the recipient's phone number or e-mail address.

3 Use the keypad to compose a message.

To insert a picture, voice note or file in an e-mail or MMS message, press **Menu** > **Insert** > **Picture**, **Voice Note**, or **File**. If you insert a voice note, you also need to record it. Press **Record**, speak, press **Stop**, and then press **Done**.

To copy or cut message text, press **Menu** > **Copy/Paste** > **Select Text**, scroll over the text you want, then press **Copy** or **Menu** > **Copy/Paste** > **Cut**. To paste the text, press **Menu** > **Copy/Paste** > **Paste**.

To set the priority for an e-mail message, press **Menu** > **Message Options**.

To cancel a message, press **Menu** > **Cancel Message**.

4 Press **Send**.

Tip: In an e-mail or MMS message, you can insert a **picture, voice note or file** in the message, on the message area press **Menu** > **Insert** > **Picture** or **Voice Note** or **File**.

Note: If you select to insert a voice note into the message, you will also need to record it. Press **Record** and start speaking into the device's microphone. When finished speaking, press **Stop** and then **Done**.

To set the priority for an e-mail message, press **Menu** > **Message Options**.

To cancel a message, press **Menu** > **Cancel Message**.

global address look up

From your device, you can search the global address list (GAL) stored on your company's Exchange Server. This means that you can find a contact's phone number or e-mail without having to store the information directly to your device.

Note: GAL information can only be viewed during a data transfer session; the entire GAL cannot be stored for viewing offline.

GAL Lookup can be found from **Contacts** and **Company Directory**. **Company Directory** is found in **Messaging**, **Phone**, **Calendar** and **Speed Dial**. Here's how to use GAL to search for a contact:

1 Press **Start** > **Contacts**.

2 In the contact list, press **Menu** > **Company Directory**.

3 Enter search criteria and press **Search**.

4 Scroll through the list of entries that appears. When you locate your contact, press OK to make a call.

Note: Although the entire GAL cannot be stored on your device, once the contact is found, you can add the single contact to your contact list.

Tip: You can also choose to send a message, SMS or e-mail to a contact found using GAL. In a new message or e-mail, press **Menu** > **Company Directory**. When you locate the contact to send a message, highlight and select it. The e-mail information is populated into the **To:** field.

messaging quick reference

Note: Some features might not work if you set up your e-mail account manually (without the e-mail setup wizard).

features
send text message
Press **Start** > **Messaging** > **Messages**, then press **New**

features

create and send e-mail

Press **Start** > **Messaging** > *e-mail account*, then press **New**

Note: You need to have your e-mail set up to send an e-mail (refer to your *Quick Start Guide*).

To add a picture, voice note, or file to an e-mail message, open the message area and press **Menu** > **Insert** > **Picture**, **Voice Note**, or **File**.

Tip: You can save a draft of a message that you are composing to finish and send later. Press **Menu** > **Save to Drafts**. A draft of the message is stored in the Drafts folder of the account you are in.

features

create and add an e-mail signature

Press **Start** > **Messaging** > *e-mail account*, then press **Menu** > **Tools** > **Options** > **Signatures**

Scroll to the account for which you are creating the signature. Select **Use signature with this account**. Select the **Signature** box, enter your signature, and press **Done**.

Tip: To insert a signature in every message you send, select **Include when replying and forwarding**. Otherwise, a signature is inserted only in new messages.

read new messages

To quickly view new messages, select the message notification area on the home screen.

features

view attachment

While viewing the message, use the *center key* ⬤ to select the attachment.

Note: You can view attachments only for file types that are supported by the device.

read old messages

Press **Start** > **Messaging** > *e-mail account*

Icons next to each message show if it is **unread** ✉, **read** ✉, **urgent** ✉, or has an **attachment** ✉.

features

reply, reply all or forward messages

From your Inbox or an open message, press **Menu** > **Reply**, **Reply All**, or **Forward**

Tip: If you are replying to an e-mail in the e-mail account, you will send less data if you do not edit the original message. This may reduce data transfer costs based on your rate plan.

features

download message objects

If an e-mail message includes an attachment, when you open the message, the name of the attachment will appear highlighted. To download the attachment, select the highlighted attachment name. The attachment is downloaded the next time you synchronize or connect to your e-mail server.

Note: If there are multiple attachments in the message, only the selected attachments are downloaded.

insert a media object in an e-mail

To add a picture, voice note, or file in an e-mail message, in the composing message area press **Menu** > **Insert** > **Picture**, **Voice Note** or **File**.

features

download complete e-mail messages

Press **Start** > **Messaging** > *e-mail account*. Scroll to the message and press **Menu** > **Download Message**.

The complete message is retrieved the next time you synchronize or connect to your e-mail server and send and receive e-mail.

features

mark a folder for synchronization

When you synchronize your e-mail account with your PC, the same Inbox folders that are in Outlook on your PC are created on your device.

Press **Start** > **Messaging** > *e-mail account*, then press **Menu** > **Folders** > **Menu** > **Show all Folders**, and press **Menu** > **Manage Folders**

Highlight each folder you want to synchronize and press **Sync**.

Once all folders have been selected, press **Done**. This opens the **Manage Folders** view, where the marked folders will be synchronized during the next sync session.

Note: Only e-mail folders stored on the server are available for sync.

features

view status of sent e-mail

Press **Start** > **Messaging** > *e-mail account*, then press **Menu** > **Folders** > **Outbox**

Messages in the **Outbox** have not been sent. To send a message, scroll to it and press **Menu** > **Send/Receive**.

receive e-mail

If your device is set up to automatically check for new messages, your device will show ✉ when a new message arrives.

Press ✉ to open the inbox.

delete e-mail

From the Inbox or an open e-mail message, press **Menu** > **Delete**.

manually send and receive e-mail

Press **Start** > **Messaging** > *e-mail account*, then press **Menu** > **Send/Receive**.

features
call a phone number in e-mail Highlight a phone number in a message and press [OK].
move e-mail to personal folder After you read the e-mail, press **Menu** > **Move** > *folder*.
delete a mail account Press **Start** > **Messaging**, scroll to the e-mail account, then press **Menu** > **Delete**. **Note:** You cannot delete your **Text Messages**, **MMS**, or Exchange server e-mail accounts.
empty deleted items folder Press **Start** > **Messaging** > *e-mail account*, press **Menu** > **Folders**, scroll to **Deleted items**, then press **Menu** > **Delete All**.

instant messaging

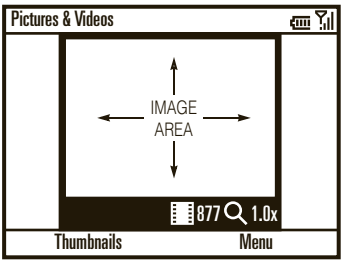
To use instant messaging (IM):

Find it: **Start** > **Windows Live** > **Sign in to Windows Live**.

Follow the prompts to accept the **Windows Live** terms and conditions and sign into an account. For more details, visit **get.live.com/wl/all**.

take & send a photo

Press [camera] to open the camera viewfinder:



Tip: In the camera viewfinder, press **Menu** to adjust picture settings such as **mode**, **brightness**, **resolution**, **zoom**, **white balance**, and **flash**.

1 Point the camera lens at the photo subject.

2 Press [camera] or the *center key* [center] to take a photo. Your device saves the picture and shows it in the viewfinder.

3 Close the viewfinder or open the camera options menu.

To close the viewfinder, press [back]. You can open your stored picture by pressing **Start** > **Pictures & Videos**.

To open other camera options, press **Menu**:

- To delete the photo and return to the active viewfinder, select **Delete**.
- To send the photo, select **Send via Multimedia Message**, or select **Send** and then choose an e-mail account.

- To send the photo with e-mail, select **Send** > **E-mail**.
- To send the photo with Bluetooth® wireless, select **Send via Bluetooth**.
- To use the picture as the home screen, select **Use as Home Screen**.
- To edit the picture, select **Edit**.
- To view image properties, like the filename, select **Properties**.
- To view picture option, select **Options**.

Note: To open your stored pictures, press **Start** > **Pictures & Videos**. Select the picture to view and press **View**.

Tip: To view pictures located in a folder other than the default pictures folder, including a storage card, press **Start** > **Pictures & Videos**, then press **Menu** > **Folders**, and select the folder that contains stored pictures.

self portrait

1. Press [camera] to activate the camera.
2. Press **Menu** > **Mode** > **Timer**.
3. Press [camera] to start the 5 second delay.
4. Aim the camera lens at yourself.
5. When you hear the camera shutter sound, your device takes the photo and shows it in the viewfinder.

picture options

In the picture viewfinder press **Menu** > **Options** to open the **Picture Options Menu**. This menu can include:

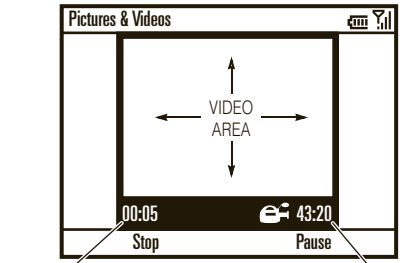
option	
General	Determine default picture sizes for e-mail and rotating picture settings.
Slide Show	Select default slide show settings.

option	
Camera	Select default locations to store pictures, filename prefixes, and image compression.
Video	Determine audio settings and time limits for video files.

record & play video clip

record a video clip

Find it: , then Menu > Video



Tip: In the video viewfinder, press Menu to adjust video settings such as **brightness**, **quality**, and **white balance**.

1 Point the camera lens at the photo subject.

2 Press [camera] or the *center key* [center] to begin recording a video. The viewfinder shows what the video is recording.

3 Press **Stop** to end recording the video altogether, or press **Pause** to pause recording and **Resume** to continue recording.

Note: Videos are automatically stored in your device. To view them, press **Start** > **Pictures & Videos**. Select the video to view and press **Play** or the *center key* [center].

Tip: To view videos located in a folder other than the default video folder, including a storage card, press **Start** > **Pictures & Videos**, then press **Menu** > **Folder**, and then select the folder that contains the stored videos.

video options

In the video viewfinder press **Menu** > **Options** to open the video options menu:

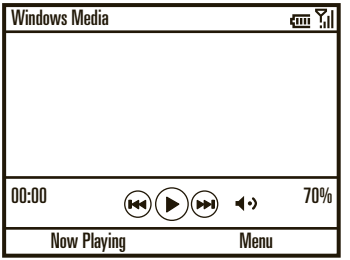
option	
Camera	Select default save locations, video filename prefixes, and image compression.
Video	Determine audio and time limit settings for video files.

Note: **General** and **Slideshow** options are also available in this menu, however these settings are specific to picture files only.

play a video clip

Find it: **Start** > **Pictures & Videos** > *video clip* > **Play**

The video clip plays in the **Windows Media Player**.



Tip: To play video in full screen mode, press **Menu** > **Full Screen**. Videos recorded in a low resolution may not play in full screen mode.

If a call comes in while watching a video, the video pauses and a call alert appears. You can choose to answer the call or ignore it. To continue watching the movie, select the **Play** button.

video playback options

In the video playback window, press **Menu** > **Options** to open the **Video Playback Menu**. This menu can include:

option	
Playback	Determines how the time counter appears, whether to pause playback while using another program, and whether to resume playback after a call.
Video	Options for showing in full screen and when to scale to fit window.
Network	Selects default network settings for streaming media.
Library	Determines if the player starts on the **Library** view.
Skins	Determine Windows® Media Player skin theme.
Buttons	Set playback button mapping.

contacts

To store and call contacts, see page 17.

features
search for contact Enter the first few letters of the contact's name. Your device searches through the contact list and shows the name.
edit contact Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit**

features
set ringer ID for a contact **Note:** You cannot store a ringer ID for SIM Contacts. To easily identify who is calling you by the ring tone, you can assign a custom ring tone to each contact. Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit** > **Custom Ring Tone**

features

set picture ID for contact

Note: You cannot store a picture ID for SIM Contacts.

Assign a photo or picture to appear when you receive a call from an entry:
Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit** > **Picture**

Select a picture, or select **Camera** to take a new picture for the contact.

Tip: Want to remove a picture ID? Press **Start** > **Contacts**, scroll to a contact, press **Menu** > **Edit**, then press **Menu** > **Remove Picture**

set category for contact

Note: You cannot store a category for SIM Contacts.

Press **Start** > **Contacts**, scroll to a contact, then press **Menu** > **Edit** > **Categories**

features

set category view

Press **Start** > **Contacts**, then press **Menu** > **Filter**

send contact to another device

Use a Bluetooth® connection to send a contact to another phone, computer, or device:

Press **Start** > **Contacts**, scroll to a contact, and press **Menu** > **Send via Bluetooth**

If necessary, your device asks you to turn on Bluetooth power. Your device searches for Bluetooth devices. Select the one you want and press the *center key* ·◆·. Your device tells you when the transfer is complete.

For more about Bluetooth connections, see page 72.

calendar

features

add new calendar event

Press **Start** > **Calendar**, then press **Menu** > **New Appointment**

Note: To schedule an all-day event, select the **All day event** check box under **End time**. All-day events do not occupy blocks of time in the calendar; instead, they appear in banners at the top of the calendar.

features

view calendar event

Press **Start** > **Calendar** to open the calendar for today.

- To open days before or after today, press the *navigation key* left or right.
- To quickly open a specific date, press **Menu** > **Go to Date**.
- To open your whole week's events, press **Week**.

Shortcut: Today's events appear on your home screen. To open event details, scroll to it and press the *center key* .

calendar event reminder

The default reminder time for tasks and calendar items is 15 minutes. To change this default:

Press **Start** > **Calendar**, then press **Menu** > **Tools** > **Options** > **Set Reminders**

features
send calendar event to another device Use a Bluetooth® connection to send a calendar event to another phone, computer, or device: From the calendar item, press **Menu** > **Send via Bluetooth**. Select the device to which you want to send the item. For more about Bluetooth connections, see page 72.
respond to a meeting request You can receive and respond to meeting requests on your device in a similar manner as you do in Outlook on your PC. Press **Start** > **Messaging** > *e-mail account* > *meeting request* Press **Accept** or **Menu** > **Decline** or **Tentative**

alarm

Find it: Start > Clock & Alarm > Alarm 1 or Alarm 2

calculator

Find it: Start > Accessories > Calculator

Bluetooth® wireless

Your device supports Bluetooth wireless *pairing* (also called *linking* or *bonding*). You can pair your device with a Bluetooth headset or car kit, or pair your device with a computer to exchange and synchronize files.

Note: The use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

turn Bluetooth power on or off

If Bluetooth**Power** is **On**, your device can automatically pair with the Bluetooth device you have used before. Just turn on the Bluetooth device or move it near your device.

To turn on Bluetooth power: Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** then toggle **Status** to **Bluetooth ON**.

The Bluetooth indicator appears in the home screen.

Note: To extend battery life, use the previous procedure to set Bluetooth**Power** to **OFF** when not in use. Your device will not pair with devices until you set Bluetooth**Power** back to **ON** and pair your device with the Bluetooth devices again.

pair with a headset or handsfree device

Before you try to pair your device with a headset or handsfree device, make sure your device's Bluetooth power is **on** and the Bluetooth device is **on**

and **ready** in *pairing* or *bonding* mode (see the Bluetooth device user's guide). You can pair your device with multiple other devices, but only use it with one headset at a time.

Your device lists the Bluetooth devices it finds within range.

1 Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free**.

2 Put the handsfree headset, stereo headset, keyboard, etc. in pairing mode.

3 Press **Add**. Your device prompts you to verify the Bluetooth device is ready. Press **Search**.

4 Select the Bluetooth device from the list.

5 If prompted, enter the Bluetooth device passkey (such as 0000) and press the **Accept** key.

When the Bluetooth devices are paired, an icon appears on the home screen in the Bluetooth Task Tray.

Tip: For specific information about the Bluetooth device you are using with your device, refer to the instructions that came with it.

send objects to another device

You can use Bluetooth pairing to send e-mail, contacts, tasks, calendar items, audio, ring tones, pictures, video, and voice notes from your device to a computer or other Bluetooth device.

1 Press **Start** > **Bluetooth** > **BT Send Object**.

2 Select the object type and object you want to send.

Tip: To select an item, press the *center key* .

3 Press **Send**.

4 Select the name of the device to send the file.

5 To cancel sending an item, press **Menu** > **Cancel**.

use your device as a PC remote

You can use Bluetooth wireless and your device as a remote control for your computer. For example, want to watch a video on your computer and use your device as a remote control? Use PC Remote to control when the video plays, stops, or pauses.

1 On your computer, turn Bluetooth power on.

2 On your device, press **Start** > **Bluetooth** > **BT PC Remote**. If necessary, press **Yes** to turn on Bluetooth power.

3 Press **Add**.

4 On your computer, right-click on the Bluetooth indicator in the system tray in the lower right corner of your display. Select **Bluetooth Setup Wizard**.

5 In the wizard, indicate that you know the service you want to use, and you want to find a Bluetooth device that provides the service. Select Next.

6 In the next window, choose Human Interface Device or PC Remote and select Next.

7 In the next window, make sure that "Show all devices" is chosen in the pull-down menu. Your computer should find your "SmartPhone." Make sure the box "Allow other Bluetooth devices to see this phone" is checked. Select your device, and select Next.

8 If prompted, enter the device passkey (such as 0000) and press the **Accept** key.

When PC Remote is connected, your device display shows a key map that tells you what your keys control on the PC. To determine which program on your computer to control, on your device, press **Menu** and select a program.

features
make device visible to other Bluetooth device Allow a Bluetooth device to discover your device: Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings**, and check **Allow other Bluetooth devices to see this phone**
connect to recognized device Connect to a recognized Bluetooth device: Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free** > *device name*
drop pairing with device Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free** > *device name* > **Disconnect**

features
send object to device Send an object to another device: Press **Start** > **Bluetooth** > **BT Send Object**
edit device properties / change device name Edit the properties of a recognized device: Press **Start** > **Bluetooth** > **Bluetooth Manager** > **Hands-free** > *device name*, then press **Menu** > **Properties** > **Nickname** **Tip:** To change the Bluetooth name of your device, press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** and enter the name in **My Bluetooth name**.

synchronize

You can synchronize the information on your device in two ways, over the air (OTA) or using a cable and your computer.

sync over the air

To sync your device over the air (OTA) you need to sync it directly with your company's Microsoft® Information Server or Microsoft® Exchange Server (running the appropriate version software). For more information about this set-up, see the support information on page 75 and the Motorola support Web site at: **www.motorola.com/consumer/support**.

You can also contact your system administrator to set up this synchronization.

Note: If you are out of network coverage, and your device tries to sync 3 times without finding a network, you will receive a notification. For more information, select **View Status**. Synchronization will resume when there is network coverage.

sync with a computer

You can use Microsoft® **ActiveSync version 4.5 or above**, or Windows® **Mobile Device Center** to synchronize information between your device and desktop computer. ActiveSync compares your device's contact information, calendar appointments, e-mail messages, and media files to those on your computer and then updates to the most recent information.

installing and setting up ActiveSync

To synchronize information on your device with a PC, you need to use Windows® Mobile Device Center (on a PC running Windows Vista) or install Microsoft ActiveSync (on a PC running Windows XP™ or earlier).

Note: Synchronization software is included on the *Getting Started* disc packed with your device. Before

installing the software, verify that your computer and operating system meet the **minimum requirements** stated on the Microsoft Windows® Mobile Web site (**http://www.microsoft.com/windowsmobile**). This Web site also lets you download the **latest software** for ActiveSync.

1 Install Microsoft ActiveSync (for Windows® XP™ or earlier) or Windows Mobile Device Center (for Windows Vista) on your PC.

2 After setup completes, connect your device to the PC. The device drivers install on your computer and then the Sync Setup Wizard automatically starts.

3 Follow the instructions on the screen to complete the wizard.

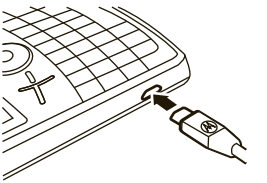
The wizard prompts you for the Exchange Server's name, your user name, your password, and the domain name. If you don't have this information, contact the server's system administrator. For general questions about your device, see page 75.

When you finish the wizard, ActiveSync starts to synchronize automatically with your device.

Note: Once synchronization completes, you can disconnect your device from your PC, and you may need to restart your PC.

sync with a cable connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your device and sync.



1 Turn on your device.

2 Connect your device to your PC using a USB cable.

Note: For more detailed information, see "Connecting a mobile device to a PC" in ActiveSync Help on your PC, the Microsoft Web Site for ActiveSync or the Motorola support Web site at **www.motorola.com/consumer/support**.

sync with a Bluetooth® connection

Once Microsoft® ActiveSync or Windows® Mobile Device Center is installed on your PC, you can connect it to your device and sync with a Bluetooth connection.

Note: In order to use this feature, your PC needs Bluetooth wireless or a Bluetooth PC adaptor accessory.

1. Follow the instructions in ActiveSync Help for configuring Bluetooth connections on your PC to support ActiveSync.
2. Turn on the device.
3. On your device, verify that Bluetooth wireless is turned on (press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** > **Status** > **Bluetooth On**).
4. Press **Start** > **Settings** > **Connections** > **USB Device Type**.
5. Press **Start** > **ActiveSync**.
6. Select **Menu** > **Connect via Bluetooth**. Ensure that your device and PC are within close range. If this is the first time you have connected to this PC using Bluetooth wireless, you need to complete the Bluetooth wizard on your device and set up a Bluetooth partnership with the PC before synchronizing.
7. Select **Sync**.
8. When finished, select **Menu** > **Disconnect Bluetooth**. To conserve battery power on your device, turn off Bluetooth power (see page 61).

modem-link

You can use your device as a modem to dial in to a network. To do this, you need a Bluetooth® wireless or USB cable **connection**.

Note: When you activate your device as a modem-link, your device's e-mail, Web browsing, Microsoft® ActiveSync, and text messaging services are suspended until you deactivate the modem-link.

modem-link with Bluetooth® wireless

To use Bluetooth wireless to modem-link to a network:

Note: You need a computer that has Bluetooth capabilities for modem-link to work with Bluetooth wireless.

1 To make sure other Bluetooth devices can find your device, you need to first turn on Bluetooth wireless. To do this on your device, press **Start** > **Bluetooth** > **Bluetooth Manager** > **Settings** then toggle **Status** to **Bluetooth On**. See Bluetooth wireless on page 61 for more information.

2 On your computer, launch the Bluetooth devices applet from the task bar.

Note: Not all computers have the same procedure to locate the Bluetooth window and setup of dial-up networking. Please refer to your computer operating help system for more information.

3 On your computer, right-click the Bluetooth icon in the Windows® task bar, select the **Quick Connect** menu, **Dial-up Networking** and then **Find devices**.

4 The computer finds your device and shows the dial up networking window. Make sure the box "Allow other Bluetooth devices to see this phone" is checked.

Now you can use your device as a modem to connect to a service provider or network.

modem-link with a cable

Note: Do not connect your data cable to your device and computer until these steps tell you to.

To use a USB cable with your device to connect with modem-link to a network, first you need to install networking drivers onto your computer.

On your computer:

1 Place the provided Getting Started Disc into the CD Drive on your computer. Your computer automatically launches the Getting Started Disc.

Note: If you do not have the Getting Started Disc, or want the latest version of the device and computer drivers, go to **www.motorola.com/support/Q9**.

2 In the Getting Started Disc application, go to the Additional Tools screen and select the **Dial-Up Networking Software**.

3 Follow the prompts as directed to install the drivers onto your computer.

On your device:

Now, you need to enable modem-link on your device and install device drivers:

4 On your device, press **Start** > **System Tools** > **Settings** > **Connections** > **USB Device Type** > **Modem**, and press **Done**.

5 Using the USB data cable, connect the device to your PC.

The driver is installed on your computer and ready for setting up a network connection.

On your computer:

After you set up your computer and device, you can establish a new network connection on your computer:

Note: This procedure might not work on all computers. Please refer to your computer operating help system for more information.

6 Select **Start** > **Settings** > **Control Panel** > **Phone and Modem Options**.

7 Select the **Modems** tab. Your modem should appear as **Smartphone Wireless USB Modem** with the Port number where it's attached.

8 Highlight your modem and click on **Properties**.

9 Select **OK** on all of the setup screens.

10 Select the **Advanced** tab, and enter extra initialization commands required by your service provider. For details, contact your service provider.

11 Select **OK** on all of the setup screens.

12 Select **Start** > **Settings** > **Control Panel** > **New Connection** > **New Connection Wizard**.

13 Select **Next**.

14 Follow the prompts to connect to the Internet using a modem:

- Network Connection Type: **Connect to the Internet** and select **Next**
- Getting Ready: **Set up My Connection Manually** and select **Next**
- Internet Connection: **Connect using a dial-up modem** and select **Next**

  If your computer says "You have more than one dial-up device on your computer. Select the devices to use on this connection," select the **Smartphone Wireless USB Modem** with the Port where it's attached.

- Connection Name: Leave this blank and select **Next**
- Number to Dial: ***99#** and select **Next**
- Connection Availability: **Anyone's Use** and select **Next**
- Remove the checkmarks for account name and password, default Internet connection. Select **Next**.
- If you do not plan to use your device as the default Internet connection, then **do not** check **Make this the default Internet connection**.
- If Microsoft® Windows® firewall is not enabled, **do not** check **Turn on Internet connection firewall for this connection**.
- Check **Add a shortcut to this connection to my desktop**.
- Open the newly created **Dial-Up Connection** and go to **Properties**.
- On the **General** tab, click on **Configure** button under the modem name. Remove the checkmarks on **Enable HW flow control**, **Enable modem error control**, and **Enable modem compression**. Select **OK**. On the **General** tab, verify that phone number is *99#
- Select the **Security** tab, select **Require secured password** from the drop-down menu and check **Show terminal window** under Interactive logon and scripting.
- On the **Networking** tab, select **PPP: Windows 95/98/NT4/2000, Internet** from the **Type of dial-up server I am calling** drop-down menu.
- On the **Networking** tab, checkmark only **Internet Protocol (TCP/IP)** connection.
- Select **OK**.

- Click on **Dial**. A black screen should appear. The dial-up connection is now established.
- Select **Done**.

Note: You might need to deactivate your computer proxy server settings to let modem-link access the Internet. To deactivate these settings, open your Web browser and select **Menu** > **Tools** > **Internet Options** > **Connections** > **Settings** > **Proxy Server**, then deselect **Use a proxy server for this connection**.

disconnect modem-link

To disconnect modem-link, you'll need to perform steps on your computer and your device. On your computer:

1. Go to task bar and right-click on the Network Connection icon.
2. Select **Disconnect**.

Your computer disconnects the modem-link.

On your device, to return to ActiveSync mode for USB connections, press **Start** > **Settings** > **Connections** > **USB Device Type** > **ActiveSync**.

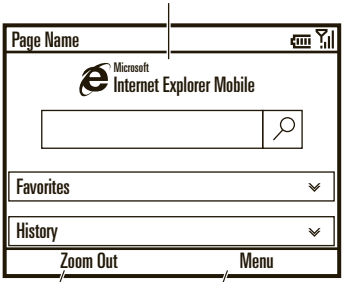
Note: Once you are no longer using modem link, you may need to reactivate your computer's proxy settings. Please check with your Internet provider.

web browser

You can use the **Internet Explorer** browser to search and view the Web.

Find it: Start > Internet Explorer

Your browser homepage appears.



Press **Zoom Out** to zoom out on the current browser page.

Press **Menu** to change browser settings and other options.

Note: Not all Web file formats are supported.

- To go to a Web page, press **Action** > **Go to**. Enter the address and press **OK**.
- To go to a link in a Web page, use the *navigation key* to highlight the link and then press the *center key*.
- To change connection options, press **Menu** > **Tools** > **Settings** > **Connections**.
- To change browser display options such as **Show Pictures** or **Zoom Level**, press **Menu** > **View**.
- To add a Web address to your Favorites, open the Web page and press **Action** > **Bookmark this page**.

Tip: All finished? When you are done with the browser, press **Menu** > **Exit** to close the browser and conserve battery life.

Web security

features

manage certificates

Enable or disable Internet access certificates stored on your device:

Press **Start** > **Settings** > **Security** > **Certificates**

Certificates are used to verify the identity and security of Web sites when you download files or share information.

device information

features

software version

To view your device software version:

Press **Start** > **Settings** > **About**

features

memory & storage

To open the total, used, and available memory on your device and storage card:

Press **Start** > **System Tools** > **Memory Manager**

service & repair

Tip: Motorola Software Update is an easy way to update your device. Make sure you have the latest available software updates at **www.motorola.com/support/Q9**.

If you have questions or need assistance, we're here to help.

Motorola Support:

Go to **www.motorola.com/consumer/support**, where you can select from a number of customer care options. You can also contact the Motorola Customer Support Center at 1-800-657-7576 (United States and Canada) or 1-888-390-6456 (TTY/TDD United States for hearing impaired).

Microsoft® Windows® Mobile and ActiveSync Support:http://www.microsoft.com/windowsmobile/help/smartphone/

Specific Absorption Rate Data

This model wireless phone meets the government's requirements for exposure to radio waves.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by the Canadian regulatory authorities. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC and by the Canadian regulatory authorities is 1.6 W/kg.[1] Tests for SAR are conducted using standard operating positions accepted by the FCC and by Industry Canada with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a phone model is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) reported to the FCC and available for review by Industry Canada. The highest SAR value for this model phone when tested for use at the ear is 1.29 W/kg, and when worn on the body, as described in this user guide, is 1.53 W/kg. The SAR value for this product in its data transmission mode (body-worn use) is 0.36 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and regulatory requirements).[2]

While there may be differences between the SAR levels of various phones and at various positions, they all meet the governmental requirements for safe exposure. Please note that improvements to this product model could cause differences in the SAR value for later products; in all cases, products are designed to be within the guidelines.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site:

http://www.phonefacts.net

or the Canadian Wireless Telecommunications Association (CWTA) Web site:

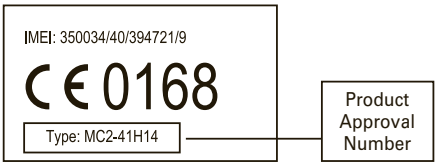
http://www.cwta.ca

1. In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.
2. The SAR information includes the Motorola testing protocol, assessment procedure, and measurement uncertainty range for this product.

European Union Directives Conformance Statement

Hereby, Motorola declares that this product is in compliance with:

- The essential requirements and other relevant provisions of Directive 1999/5/EC
- All other relevant EU Directives



The above gives an example of a typical Product Approval Number.

You can view your product's Declaration of Conformity (DoC) to Directive 1999/5/EC (to R&TTE Directive) at **www.motorola.com/rtte**. To find your DoC, enter the Product Approval Number from your product's label in the "Search" bar on the Web site.

Microsoft End User License Agreement

You have acquired a device ("DEVICE") that includes software licensed by Motorola, Inc. ("Motorola") from Microsoft Licensing Inc. or its affiliates ("Microsoft"), for use in connection with wireless network services provided under separate agreement between you and a wireless telecommunications provider ("Mobile Operator"). Those installed software products of Microsoft origin, as well as associated media, printed materials, and "online" or electronic documentation ("SOFTWARE") are protected by international intellectual property laws and treaties. SOFTWARE includes software already installed on the DEVICE ("DEVICE Software") and Microsoft software contained on any CD-ROM disk accompanying the DEVICE ("Desktop Software").

The SOFTWARE is licensed, not sold. All rights reserved.

IF YOU DO NOT AGREE TO THIS END USER LICENSE AGREEMENT ("EULA"), DO NOT USE THE DEVICE OR COPY THE SOFTWARE. INSTEAD, PROMPTLY CONTACT MOTOROLA FOR INSTRUCTIONS ON RETURN OF THE UNUSED DEVICE(S) FOR A REFUND. ANY USE OF THE SOFTWARE, INCLUDING BUT NOT LIMITED TO USE ON THE DEVICE, WILL CONSTITUTE YOUR AGREEMENT TO THIS EULA (OR RATIFICATION OF ANY PREVIOUS CONSENT).

1. GRANT OF SOFTWARE LICENSE. This EULA grants you the following license:

1.1. DEVICE Software. You may use the DEVICE Software as installed on the DEVICE (including as installed on removable media installed in the DEVICE). All or certain portions of the DEVICE Software may be inoperable if a proper account is not established or maintained with an appropriate Mobile Operator, or if the Mobile Operator's network facilities are not operating or configured to operate with the DEVICE software.

1.2. Desktop Software. Desktop Software is included with your DEVICE, and you may install and use the Microsoft ActiveSync® 3.7.1 component on one (1) or more computers to exchange information with one (1) or more computing devices that contain a compatible version of the Microsoft Windows® for Smartphone 2003 Software. For other software component(s) contained in the Desktop Software, you may install and use such components only in accordance with the terms of the printed or online end user license agreement(s) provided with such component(s). In the absence of an end user license agreement for particular component(s) of the Desktop Software, you may install and use only one (1) copy of such component(s) on the DEVICE or a single computer with which you use the DEVICE.

1.3. Back-up Copy. If Motorola has not included a back-up copy of the DEVICE Software with the DEVICE, you may make a single back-up copy of the DEVICE Software. You may use the back-up copy solely for archival purposes.

1.4. Microsoft Windows® 2003. If Microsoft Outlook® 2002 is included with your Device, the following terms apply to your use of Microsoft Outlook® 2002: (i) regardless of the information contained in "Software Installation and Use" section of the online EULA you may install one (1) copy of Microsoft Outlook® 2002 on one (1) computer to use, exchange data, share data, access and interact with the DEVICE, and (ii) the EULA for Microsoft Outlook® 2002 is between Motorola and the end user - not between the PC manufacturer and end user.

2. Speech/Handwriting Recognition. If the Software includes speech and or handwriting recognition component(s), you should understand that speech and handwriting recognition are inherently statistical processes; that recognition errors are inherent in the processes; that it is your responsibility to provide for handling such errors and to monitor the recognition processes and correct any errors. Neither Motorola nor its suppliers shall be liable for any damages arising out of errors in the speech and handwriting recognition processes.

3. Limitations on Reverse Engineering, Decompilation and Disassembly. You may not reverse engineer, decompile, or disassemble the SOFTWARE, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.

4. Single DEVICE. The Device Software is licensed with the DEVICE as a single integrated product. The DEVICE Software may only be used as part of the DEVICE, notwithstanding any installation of the DEVICE Software on removable media.

5. Single EULA. The package for the DEVICE may contain multiple versions of this EULA, such as multiple translations and/or multiple media versions (e.g., in the user documentation and in the software). Even if you receive multiple versions of the EULA, you are licensed to use only one (1) copy of the DEVICE Software.

6. Rental. You may not rent or lease the SOFTWARE.

7. Software Transfer. You may not permanently transfer any of your rights under this EULA with regard to the DEVICE Software or Desktop Software, except as permitted by the applicable Mobile Operator. In the event that the Mobile Operator permits such transfer, you may permanently transfer all of your rights under this EULA only as part of a sale or transfer of the DEVICE, provided you retain no copies, you transfer all of the SOFTWARE (including all component parts, the media and printed materials, any upgrades or backup copies, this EULA and, if applicable, the Certificate(s) of Authenticity), and the recipient agrees to the terms of this EULA. If the Software is an upgrade, any transfer must include all prior versions of the SOFTWARE.

8. Termination. Without prejudice to any other rights, Motorola or Microsoft may terminate this EULA if you fail to comply with the terms and conditions of this EULA. In such event, you must destroy all copies of the SOFTWARE and all of its component parts.

9. Security Updates. The SOFTWARE may include digital rights management technology. If SOFTWARE does contain digital rights management technology, content providers are using the digital rights management technology ("Microsoft DRM") contained in the SOFTWARE to protect the integrity of their content ("Secure

Content") so that their intellectual property, including copyright, in such content is not misappropriated. Owners of such Secure Content ("Secure Content Owners") may, from time to time, request Microsoft, Microsoft Corporation or their subsidiaries to provide security related updates to the Microsoft DRM components of the SOFTWARE ("Security Updates") that may affect your ability to copy, display and/or play Secure Content through Microsoft software or third party applications that utilize Microsoft DRM. You therefore agree that, if you elect to download a license from the Internet which enables your use of Secure Content, Microsoft Corporation or their subsidiaries may, in conjunction with such license, also download onto your DEVICE such Security Updates that a Secure Content Owner has requested that Microsoft, Microsoft Corporation or their subsidiaries distribute. Microsoft, Microsoft Corporation or their subsidiaries will not retrieve any personally identifiable information, or any other information, from your DEVICE by downloading such Security Updates.

10. Consent to Use of Data. You agree that Microsoft, Microsoft Corporation and their affiliates may collect and use technical information gathered in any manner as part of product support services related to the SOFTWARE. Microsoft, Microsoft Corporation and their affiliates may use this information solely to improve their products or to provide customized services or technologies to you. Microsoft, Microsoft Corporation and their affiliates may disclose this information to others, but not in a form that personally identifies you.

11. Internet Gaming/Update Features. If the SOFTWARE provides, and you choose to utilize, the Internet gaming or update features within the SOFTWARE, it is necessary to use certain computer system, hardware, and software information to implement the features. By using these features, you explicitly authorize Microsoft, Microsoft Corporation and/or their designated agent to use this information solely to improve their products or to provide customized services or technologies to you. Microsoft or Microsoft Corporation may disclose this information to others, but not in a form that personally identifies you.

12. Internet-Based Services Components. The SOFTWARE may contain components that enable and facilitate the use of certain Internet-based services. You acknowledge and agree that Microsoft Corporation or their affiliates may automatically check the version of the SOFTWARE and/or its components that you are utilizing and my provide upgrades or supplements to the SOFTWARE that may be automatically downloaded to your Device.

13. Links to Third Party Sites. The SOFTWARE may provide you with the ability to link to third party sites through the use of the SOFTWARE. The third party sites are NOT under the control of Motorola, Microsoft, Microsoft Corporation or their affiliates. Neither Motorola, Microsoft nor Microsoft Corporation nor their affiliates are responsible for (i) the contents of any third party sites, any links contained in third sites, or any changes or updates to third party sites, or (ii) webcasting or any other form of transmission received from any third party sites. If the SOFTWARE provides links to third party sites, those links are provided to you only as a convenience, and the inclusion of any link does not imply

an endorsement of the third party site by Motorola, Microsoft, Microsoft Corporation or their affiliates.

14. Additional Software/Services. The SOFTWARE may permit Motorola, Microsoft, Microsoft Corporation or their affiliates to provide or make available to you SOFTWARE updates, supplements, add-on components, or Internet-based services components of the SOFTWARE after the date you obtain your initial copy of the SOFTWARE ("Supplemental Components").

14.1. If Motorola provides or makes available to you Supplemental Components and no other EULA terms are provided along with the Supplemental Components, then the terms of this EULA shall apply.

14.2.If Microsoft, Microsoft Corporation or their affiliates make available Supplemental Components, and no other EULA terms are provided, then the terms of this EULA shall apply, except that the Microsoft, Microsoft Corporation or affiliate entity providing the Supplemental Component(s) shall be the licensor of the Supplemental Component(s).

14.3. Motorola, Microsoft, Microsoft Corporation and their affiliates reserve the right to discontinue any Internet-based services provided to you or made available to you through the use of the SOFTWARE.

15. UPGRADES AND RECOVERY MEDIA.

15.1. DEVICE Software. If the DEVICE Software is provided by Motorola separate from the DEVICE on media such as a ROM chip, CD ROM disk(s) or via web download or other means, and is labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only", you may install one copy of such DEVICE Software on the DEVICE as a replacement copy for the existing DEVICE Software and use it in accordance with the Grant of Software License section of this EULA.

15.2. Desktop Software. If any Desktop Software component(s) is provided by Motorola separate from the DEVICE on CD ROM disk(s) or via web download or other means, and labeled "For Upgrade Purposes Only" or "For Recovery Purposes Only", you may (i) install and use one copy of such component(s) on the computer(s) you use to exchange data with the DEVICE as a replacement copy for the existing Desktop Software component(s).

16. COPYRIGHT. All title and intellectual property rights in and to the SOFTWARE (including but not limited to any images, photographs, animations, video, audio, music, text and "applets", incorporated into the SOFTWARE), the accompanying printed materials, and any copies of the SOFTWARE, are owned by Microsoft or its suppliers (including Microsoft Corporation). You may not copy the printed materials accompanying the SOFTWARE. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE is the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants you no rights to use such content. All rights not specifically granted under this EULA are reserved by Microsoft and its suppliers (including Microsoft Corporation).

17. EXPORT RESTRICTIONS. You acknowledge that SOFTWARE is subject to U.S. export jurisdiction. You agree to comply with all applicable international and national laws that apply to the

SOFTWARE, including the U.S. Export Administration Regulations, as well as end-user, end-use and destination restrictions issued by U.S. and other governments. For additional information, see **http://www.microsoft.com/exporting/**.

18. PRODUCT SUPPORT. Product support for the SOFTWARE is NOT provided by Microsoft, its parent corporation, Microsoft Corporation, or their affiliates or subsidiaries.

19. NO LIABILITY FOR CERTAIN DAMAGES. EXCEPT AS PROHIBITED BY LAW, MICROSOFT SHALL HAVE NO LIABILTIY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE. THIS LIMITATION SHALL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

20. FOR APPLICABLE LIMITED WARRANTIES AND SPECIAL PROVISIONS PERTAINING TO YOUR PARTICULAR JURISDICTION, PLEASE REFER TO YOUR WARRANTY BOOKLET INCLUDED WITH THIS PACKAGE OR PROVIDED WITH THE SOFTWARE PRINTED MATERIALS.

MOTOROLA

Important Safety and Legal Information

Safety and General Information

This section contains important information on the safe and efficient operation of your mobile device. Read this information before using your mobile device.

Exposure to Radio Frequency (RF) Energy

Your mobile device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When you communicate with your mobile device, the system handling your call controls the power level at which your mobile device transmits.

Your Motorola mobile device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

Operational Precautions

For optimal mobile device performance, and to be sure that human exposure to RF energy does not exceed the guidelines set forth in the relevant standards, always follow these instructions and precautions.

Product Operation

When placing or receiving a phone call, hold your mobile device just like you would a landline phone.

If you wear the mobile device on your body, always place the mobile device in a Motorola-supplied or approved clip, holder, holster, case, or body harness. If you do not use a body-worn accessory supplied or approved by Motorola, keep the mobile device and its antenna at least 2.5 centimeters (1 inch) from your body when transmitting.

Using accessories not supplied or approved by Motorola may cause your mobile device to exceed RF energy exposure guidelines. For a list of Motorola-supplied or approved accessories, visit our Web site at: **www.motorola.com**.

RF Energy Interference/Compatibility

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your mobile device may cause interference with other devices.

Follow Instructions to Avoid Interference Problems

Turn off your mobile device in any location where posted notices instruct you to do so.

In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

Implantable Medical Devices

If you have an implantable medical device, such as a pacemaker or defibrillator, consult your physician before using this mobile device.

Persons with implantable medical devices should observe the following precautions:

- ALWAYS keep the mobile device more than 20 centimeters (8 inches) from the implantable medical device when the mobile device is turned ON.
- DO NOT carry the mobile device in the breast pocket.
- Use the ear opposite the implantable medical device to minimize the potential for interference.
- Turn OFF the mobile device immediately if you have any reason to suspect that interference is taking place.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

Driving Precautions

The use of wireless phones while driving may cause distraction. Discontinue a call if you can't concentrate on driving.

Additionally, the use of wireless devices and their accessories may be prohibited or restricted in certain areas. Always obey the laws and regulations on the use of these products.

Responsible driving practices can be found in the "Smart Practices While Driving" section in this guide (or separate guide).

Operational Warnings

Obey all posted signs when using mobile devices in public areas.

Potentially Explosive Atmospheres

Areas with potentially explosive atmospheres are often, but not always, posted and can include fueling areas, such as below decks on boats, fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.

When you are in such an area, turn off your mobile device, and do not remove, install, or charge batteries. In such areas, sparks can occur and cause an explosion or fire.

Symbol Key

Your battery, charger, or mobile device may contain symbols, defined as follows:

Symbol	Definition
	Important safety information follows.
	Do not dispose of your battery or mobile device in a fire.
	Your battery or mobile device may require recycling in accordance with local laws. Contact your local regulatory authorities for more information.
	Do not throw your battery or mobile device in the trash.
	Do not let your battery, charger, or mobile device get wet.
	Listening at full volume to music or voice through a headset may damage your hearing.

Batteries & Chargers

Caution: Improper treatment or use of batteries may present a danger of fire, explosion, leakage, or other hazard. For more information, see the "battery use & safety" section in the user's guide.

Keep Your Mobile Device and Its Accessories Away From Small Children

These products are not toys and may be hazardous to children. For example:

- A choking hazard may exist for small, detachable parts.
- Improper use could result in loud sounds, possibly causing hearing injury.
- Improperly handled batteries could overheat and cause a burn.

Glass Parts

Some parts of your mobile device may be made of glass. This glass could break if the product is dropped on a hard surface or receives a substantial impact. If glass breaks, do not touch or attempt to remove. Stop using your mobile device until the glass is replaced by a qualified service center.

Seizures/Blackouts

Some people may be susceptible to epileptic seizures or blackouts when exposed to flashing lights, such as when playing video games. These may occur even if a person has never had a previous seizure or blackout.

If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult with your physician before playing video games or enabling a flashing-lights feature (if available) on your mobile device.

Discontinue use and consult a physician if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. It is always a good idea to hold the screen away from your eyes, leave the lights on in the room, take a 15-minute break every hour, and stop use if you are very tired.

Caution About High Volume Usage

Warning: Exposure to loud noise from any source for extended periods of time may affect your hearing. The louder the volume sound level, the less time is required before your hearing could be affected. To protect your hearing:

- Limit the amount of time you use headsets or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

If you experience hearing discomfort, including the sensation of pressure or fullness in your ears, ringing in your ears, or muffled speech, you should stop listening to the device through your headset or headphones and have your hearing checked.

For more information about hearing, see our Web site at **www.motorola.com/hearingsafety** (in English only).

Repetitive Motion

When you repetitively perform actions such as pressing keys or entering finger-written characters, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. If you continue to have discomfort during or after such use, stop use and see a physician.

Mar0108

Industry Canada Notice to Users

Operation is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-GEN 7.1.5.

FCC Notice to Users

The following statement applies to all products that have received FCC approval. Applicable products bear the FCC logo, and/or an FCC ID in the format FCC-ID:xxxxxx on the product label.

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(3).

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Motorola Limited Warranty for the United States and Canada

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer and professional two-way radios (excluding commercial, government or industrial radios) that operate via Family Radio Service or General Mobile Radio Service, Motorola-branded or certified accessories sold for use with these Products ("Accessories") and Motorola software contained on CD-ROMs or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

Products and Accessories

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	**One (1) year** from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.

Products Covered	Length of Coverage
Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Consumer and Professional Two-Way Radio Accessories.	**Ninety (90) days** from the date of purchase by the first consumer purchaser of the product.
Products and Accessories that are Repaired or Replaced.	**The balance of the original warranty or for ninety (90) days** from the date returned to the consumer, whichever is longer.

Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

Use of Non-Motorola Products and Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products, Accessories, Software or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products, Accessories or Software due to any communication service or signal you may subscribe to or use with the Products Accessories or Software is excluded from coverage.

Software

Products Covered	Length of Coverage
Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	**Ninety (90) days** from the date of purchase.

Exclusions

Software Embodied in Physical Media. No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

Software NOT Embodied in Physical Media. Software that is not embodied in physical media (e.g. software that is downloaded from the internet), is provided "as is" and without warranty.

Who Is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

What Will Motorola Do?

Motorola, at its option, will at no charge repair, replace or refund the purchase price of any Products, Accessories or Software that does not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products, Accessories or parts. No data, software or applications added to your Product, Accessory or Software, including but not limited to personal contacts, games and ringer tones, will be reinstalled. To avoid losing such data, software and applications please create a back up prior to requesting service.

How to Obtain Warranty Service or Other Information

USA	**Phones** 1-800-331-6456 **Pagers** 1-800-548-9954 **Two-Way Radios and Messaging Devices** 1-800-353-2729
Canada	**All Products** 1-800-461-4575
TTY	1-888-390-6456

For **Accessories** and **Software**, please call the telephone number designated above for the product with which they are used.

You will receive instructions on how to ship the Products, Accessories or Software, at your expense, to a Motorola Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or from one jurisdiction to another.

Laws in the United States and other countries preserve for Motorola certain exclusive rights for copyrighted Motorola software such as the exclusive rights to reproduce and distribute copies of the Motorola software. Motorola software may only be copied into, used in, and redistributed with, the Products associated with such Motorola software. No other use, including without limitation disassembly of such Motorola software or exercise of the exclusive rights reserved for Motorola, is permitted.

Hearing Aid Compatibility with Mobile Phones

Some Motorola phones are measured for compatibility with hearing aids. If the box for your particular model has "Rated for Hearing Aids" printed on it, the following explanation applies.

When some mobile phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label on the box.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from mobile phones.

Information from the World Health Organization

Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If you are concerned, you may want to limit your own or your children's RF exposure by limiting the length of calls or by using handsfree devices to keep mobile phones away from your head and body.

Source: WHO Fact Sheet 193

Further information: **http://www.who.int./peh-emf**

Product Registration

Online Product Registration:

direct.motorola.com/hellomoto/ Motosupport/source/registration.asp

Product registration is an important step toward enjoying your new Motorola product. Registering helps us facilitate warranty service, and permits us to contact you should your product require an update or other service. Registration is for U.S. residents only and is not required for warranty coverage.

Please retain your original dated sales receipt for your records. For warranty service of your Motorola Personal Communications Product you will need to provide a copy of your dated sales receipt to confirm warranty status.

Thank you for choosing a Motorola product.

Export Law Assurances

This product is controlled under the export regulations of the United States of America and Canada. The Governments of the United States of America and Canada may restrict the exportation or re-exportation of this product to certain destinations. For further information contact the U.S. Department of Commerce or the Canadian Department of Foreign Affairs and International Trade.

Caring for the Environment by Recycling

This symbol on a Motorola product means the product should not be disposed of with household waste.

Disposal of your Mobile Device and Accessories

Please do not dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste. These items should be disposed of in accordance with the national collection and recycling schemes operated by your local or regional authority. Alternatively, you may return unwanted mobile devices and electrical accessories to any Motorola Approved Service Center in your region. Details of Motorola approved national recycling schemes, and further information on Motorola recycling activities can be found at: **www.motorola.com/recycling**

Disposal of your Mobile Device Packaging and User's Guide

Product packaging and user's guides should only be disposed of in accordance with national collection and recycling requirements. Please contact your regional authorities for more details.

California Perchlorate Label

Some mobile phones use an internal, permanent backup battery on the printed circuit board that may contain very small amounts of perchlorate. In such cases, California law requires the following label:

"Perchlorate Material – special handling may apply. See **www.dtsc.ca.gov/hazardouswaste/ perchlorate**."

There is no special handling required by consumers.

Privacy and Data Security

Motorola understands that privacy and data security are important to everyone. Because some features of your mobile device may affect your privacy or data security, please follow these recommendations to enhance protection of your information:

- **Monitor access**—Keep your mobile device with you and do not leave it where others may have unmonitored access. Lock your device's keypad where this feature is available.
- **Keep software up to date**—If Motorola or a software/application vendor releases a patch or software fix for your mobile device which updates the device's security, install it as soon as possible.
- **Erase before recycling**—Delete personal information or data from your mobile device prior to disposing of it or turning it in for recycling. For step-by-step instructions on how to delete all personal information from your device, see the section entitled "master clear" or "delete data" in this user's guide.

  Note: For information on backing up your mobile device data before erasing it, go to **www.motorola.com** and then navigate to the "downloads" section of the consumer Web page for "Motorola Backup" or "Motorola Phone Tools."
- **Understanding AGPS**—In order to comply with emergency caller location requirements of the FCC, certain Motorola mobile devices incorporate *Assisted Global Positioning System* (AGPS) technology. AGPS technology also can be used in non-emergency applications to track and monitor a user's location—for example, to provide

driving directions. Users who prefer not to permit such tracking and monitoring should avoid using such applications.

If you have further questions regarding how use of your mobile device may impact your privacy or data security, please contact Motorola at **privacy@motorola.com**, or contact your service provider.

Smart Practices While Driving

Drive Safe, Call Smart SM

Check the laws and regulations on the use of mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas. Go to www.motorola.com/callsmart for more information.

Your mobile device lets you communicate by voice and data—almost anywhere, anytime, wherever wireless service is available and safe conditions allow. When driving a car, driving is your first responsibility. If you choose to use your mobile device while driving, remember the following tips:

- **Get to know your Motorola mobile device and its features such as speed dial and redial.** If available, these features help you to place your call without taking your attention off the road.
- **When available, use a handsfree device.** If possible, add an additional layer of convenience to your mobile device with one of the many Motorola Original™ handsfree accessories available today.
- **Position your mobile device within easy reach.** Be able to access your mobile device without removing your eyes from the road. If you receive an incoming call at an inconvenient time, if possible, let your voice mail answer it for you.
- **Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.** Rain, sleet, snow, ice, and even heavy traffic can be hazardous.
- **Do not take notes or look up phone numbers while driving.** Jotting down a "to do" list or going through your address book takes attention away from your primary responsibility—driving safely.

- **Dial sensibly and assess the traffic; if possible, place calls when your car is not moving or before pulling into traffic.** If you must make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.
- **Do not engage in stressful or emotional conversations that may be distracting.** Make people you are talking with aware you are driving and suspend conversations that can divert your attention away from the road.
- **Use your mobile device to call for help.** Dial 911 or other local emergency number in the case of fire, traffic accident, or medical emergencies.*
- **Use your mobile device to help others in emergencies.** If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911 or other local emergency number, as you would want others to do for you.*
- **Call roadside assistance or a special non-emergency wireless assistance number when necessary.** If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.*

* Wherever wireless phone service is available.

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